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Mr. Riley Darnell
Secretary Of State
Tennessee State Capitol
Nashville, Tennessee 37243

Re; 2004 Docket #'s 04- 00166 AND 04-00211

To : Mr. Riley Darnell

I am aware of the Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved it could allow for higher rates and shorter time length that families, lawyers and love ones would have to share.

I am urging you and your staff to support the children, lawyers and families of prisoners and vote against any increase in cost and any possible decrease in the time length of calls from a state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our family are primarily responsible for telephones and many other expenditures of our incarcerated love ones.

The proposed changes would result in drastic telephone rate increase that we could not afford. We also cannot afford to stop improving our family relationships through regular 30-minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated

incarceration and ultimately make our communities safer for all Tennessee families.

To shorten the length of the telephone calls would be devastating to family bonds and almost impossible for an incarcerated love one to communicate with attorneys through via telephone. Affordable local and long distance calls are especially critical for families and attorneys who are not physically able to visit prisons that are often in remote locations where public transportation is not available and over night accommodations and meals would drive up costs.

I am also concerned that the current telephone provider, Global tel- link lacks accountability to its customers, as I am sure that counselors that provide communication to Global tel can account for this to be a true complaint with being put on hold for long periods of time when trying to clear up problems that an inmate cannot do for him/her self and through counselors being their only way.

As a concerned citizen and family to an incarcerated love one, I will be watching these issues very closely. I earnestly hope that you and your office will support the families of Tennessee prisoners and not the interests of big business.

Sincerely,

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